

JDP Operations and Policies

The tennis junior development program (JDP) at Future Stars Southampton is a set of group sessions for tennis players age 4 to 17, from learning the fundamentals to improving the skills of experienced players. Each class is broken up by age and ability with no more than five athletes per class, so each child will get the most out of their sessions.

The sessions run usually around 15 weeks at a time, although it may be more or less depending on the school schedule, length of the indoor season, holidays, and other factors.

Our tennis pros coordinate a specific lesson plan week-by-week to ensure the continued growth and improvement of your athlete's skills over the course of the season.

1. Enrollment

a. Registration

- i. To register for the JDP, a registration form must be completed in full. We cannot register athletes over the phone as we require a handwritten signature. We also ask that you use the registration form to update any personal information (email, billing address, phone number, etc.) in case anything has changed or is different than what we have in your member file.

b. Full-session enrollment

- i. When a parent or guardian enrolls their child in the program, they are enrolling them for the entire length of the session.

2. Payment

- a. Payment for participation in the JDP is due in full upon registration.
- b. If a participant is joining the program after the session has already started, we will prorate the cost of tuition, plus the cost of one class as an administration fee. For example, if your child is joining for 10 classes in a 15-week session, they will be charged for 11 classes.
- c. All payment questions or concerns should be addressed to the desk staff and management only, not the pro staff.
- d. If there is an outstanding balance on the household account, the JDP participant will not be allowed to attend classes until the balance is settled.
- e. If the payment is being settled between two or more parties, the credit card information, cash, and/or checks must be delivered to Future Stars Southampton simultaneously and equating to the balance due. It is not the responsibility of the Future Stars Southampton desk staff to contact a party separate from the parent or guardian registering the athlete for payment.

3. Attendance

a. Makeups

- i. To be eligible for a makeup class, the front desk staff must be told at least 24 hours in advance that the athlete will not be attending their class. If the athlete does not attend a class and the club is not told about their absence, they are not eligible for a makeup class.
- ii. It is the parent's or guardian's responsibility to schedule a makeup class.
- iii. We do not schedule separate makeup classes for JDP participants unless otherwise stated (see Club Cancellations below). The participant will be placed into another class during the week. Future Stars cannot guarantee makeup classes as getting a child into one requires flexibility on the parents' or guardians' end and the availability of space in another class of the same or similar age and level.

b. Partial session enrollment

- i. We cannot prorate for athletes who only intend to participate for a portion of the JDP as it is taking away a space from another athlete. If you know there will be certain dates that your child will not be in attendance, Future Stars suggests letting the club know those dates in advance and scheduling makeup classes as soon as possible.

4. Drop-ins and guests

a. Drop-ins

- i. While the JDP requires full-session enrollment, we can allow athletes on a drop-in basis as long as there is space available. You should never drop your athlete off at the club without verbal or written confirmation from the desk staff that there is space and they are able to join the class. Fees apply, however costs can vary depending on the length of the class, day of the week, etc. so please call the club for details if you'd like to bring your athlete for a drop-in class.

b. Guests

- i. Future Stars happily welcomes guests on a drop-in basis as long as there is space available. However, we ask that you please remain courteous of the class participants and coaches if you are bringing a guest. Please keep in mind the age, level, and behavior of any guests that you plan on bringing. Make sure to always call the club to ensure that there is space. You should never bring a guest to join your child in their JDP class unless you have called the club first and space for your guest has been confirmed. If there is not space in the class, we cannot add any guests to the class as we must maintain our 5:1 athlete-to-coach ratio.

5. Club cancellations

a. Snow days/inclement weather

- i. Future Stars Southampton's junior programs are based on the Southampton public school schedule.
- ii. In the event of inclement weather, we will wait until the public school has made a decision on snow days, early dismissals, etc. We will always

communicate cancellations via email, so please always keep an eye on your inbox in case the club needs to close for the safety of our staff and there is no one at the front desk to answer a phone call.

- iii. If, for whatever reason, you did not receive an email, you can go to the [Future Stars Southampton website](#) or check the [Southampton public schools website](#) for updated information regarding snow days.
 - iv. In the event of a cancellation due to weather, Future Stars Southampton will provide a makeup class. We will alert parents and guardians via email of the scheduled date of the makeup class. If you cannot make the scheduled class, please try to get your athlete into another class during the week appropriate for their age and level.
- b. *Other club cancellations*
- i. If the club ever needs to close due to issues other than weather that may make playing conditions dangerous for our clients (issues with heat, bubbles, etc.), we will let any impacted client know either over email or by calling the phone number that we have on file. We will schedule a makeup class for JDP participants and let parents and guardians know via email once it has been scheduled.

6. Communication with parents and guardians

- a. Future Stars Southampton's main form of communicating bulk updates to JDP participants is through email. Please make sure you have an updated email on file. If you believe you may not be receiving email updates, please check your spam folder first and then call the club to update the email.
- b. Administrative questions (i.e. payments, scheduling, makeups, etc.) should be directed to the desk staff **only**.
- c. Switching classes will go through both the desk staff and coaches. Tennis-specific questions should be directed to the coach of your athlete's current or prospective class, or the JDP director.

7. Behavior

- a. *JDP athletes*
 - i. In the rare case that a child's behavior negatively impacts a class, Future Stars Southampton reserves the right to terminate the athlete's participation in the program. Refunds or credits are not guaranteed, but will be determined on a case-to-case basis.
- b. *Parents and guardians*
 - i. The staff and members of Future Stars Southampton have a right to work and visit our facility without physical or emotional harm. If a parent or guardian's behavior compromises that safety by physically or emotionally threatening or harming an employee or client, or otherwise creates a feeling of unrest, management reserves the right to terminate the membership of the parent or guardian in question along with any dependents or household members associated with their account. Refunds or credits are not guaranteed, but will be determined on a case-to-case basis.